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# REQUEST FOR PROPOSALS

## # 0634-233

- Project Title:*** Statewide Toll-Free Line for Foster and Adoptive Parent Recruitment
- Estimated Contract Period:*** October 1, 2006 through March 31, 2008  
Amendments extending the period of performance, if any, shall be at the sole discretion of DSHS.
- Proposal Due Date:*** All Proposals whether mailed or hand delivered must arrive by **5:00 p.m.** Pacific Standard time on **August 21, 2006**. **Faxed bids WILL NOT be accepted. E-mailed bids WILL NOT be accepted.**
- Submit Proposal To:***
- Proposal Delivered by Mail:**  
Sheila R. Anderson, RFP Coordinator  
Department of Social and Health Services  
Administrative Services Division / Central Contract Services  
PO BOX 45811  
Olympia, WA 98504-5811
- Proposal Delivered by Express / Hand Delivery, Or Courier:**  
Sheila R. Anderson, RFP Coordinator  
Department of Social and Health Services  
Administrative Services Division / Central Contract Services  
4500 10<sup>th</sup> Avenue SE  
Lacey, WA 98503
- DSHS Procurement Website:*** <http://www1.dshs.wa.gov/msa/ccs/>

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## SECTION I. INTRODUCTION

### A. PURPOSE OF REQUEST FOR PROPOSAL

The Department of Social and Health Services (Department or DSHS), Children's Administration (CA), intends to award one statewide contract to a qualified organization to provide a statewide toll-free telephone line for people to receive information about becoming foster and foster/adopt parents.

Qualified bidders will be asked to:

- Operate a toll-free line and staff it for a contract period of October 1, 2006 to March 31, 2008.
- Provide initial information as needed to callers seeking to learn about becoming a foster or foster/adopt parent.
- Refer callers to contracted recruitment staff in each region and to state staff in each region working on recruitment.
- Develop a data base to track calls. Such a data base would indicate, at a minimum:
  - Where calls originated,
  - The time and date the call came into the number,
  - Where the caller heard about foster care,
  - The caller's specific interest in doing foster and foster/adoptive care, including whether they are interested in foster or foster/ adoptive care.
  - To whom the call was referred, and
  - The demographic and contact information about the prospective foster parents.

The specifics of this tracking information will be negotiated with the Apparently Successful Bidder.

- In addition, bidders will be expected to:
  - Respond to calls within two hours that are received during normal business hours and answered by voice mail.
  - Send out all information requested by callers within 24 hours,
  - Refer all calls to regional recruitment staff within 24 hours

- Work closely with CA Regional Oversight Committees for recruitment and retention.

## **B. BACKGROUND**

Historically, CA has either had a statewide telephone line for recruitment, toll-free lines based regionally, or has contracted for a statewide line.

In recent years, the major statewide contractor for recruitment has operated the statewide telephone number.

The new contract will be awarded to a qualified bidder without regard to whether the contractor is performing recruitment activities.

## **C. PROJECT SCOPE**

The project scope is to create a one-stop telephone number to provide information, referrals, and a tracking system for those wishing to become foster or foster/adoptive parents.

The hotline currently operates from 9 a.m. to 5 p.m. Monday through Friday, with voice mail for uncovered hours, which shall be the minimum expectation for the Apparently Successful Bidder.

Bidders will describe the specifics of their proposed operation of the statewide toll-free recruitment telephone line.

The Apparently Successful Bidder will operate a toll-free 800 number, which shall be the current statewide toll-free recruitment number and which shall be retained by CA at the end of the contract period.

The Apparently Successful Bidder shall demonstrate that they have the capability to perform the current level of services.

Funding provided for the program for the 18-month duration of the resulting contract shall be a total of \$112,500.

To measure the effectiveness of this program, CA will quarterly contact individuals who have called the telephone number to measure their satisfaction with the responses received from the staff operating the telephone line.

## **D. MINIMUM QUALIFICATIONS**

Bidders **must address their minimum qualifications as part of the Administrative Requirements Section.** Each bidder shall demonstrate a minimum of two years experience for each qualification. Minimum qualifications

will be reviewed during the Administrative Review of each bidder's proposal. Any bidder's proposal that does not address the minimum qualifications below shall be considered non-responsive and will not continue through the evaluation process.

- Working knowledge of the foster care system, which would include knowledge of the recruitment of foster and foster/adopt families in Washington State.
- Demonstrated understanding of working with foster families from a variety of cultures and communities.
- Experience in customer service and or/running an information and/or referral telephone number.
- Demonstrated financial viability and stability.

#### **E. FINANCIAL ASSESSMENT**

A Financial Assessment form has been included as Exhibit D. DSHS will only require a completed Financial Assessment form if you are designated as the Apparently Successful Bidder. DSHS will request a completed Financial Assessment form at that time.

#### **F. DEFINITIONS**

See Exhibit A, Definitions, for the meaning of certain terms used in this RFP.

## **SECTION II. GENERAL INFORMATION**

### **A. PROCUREMENT CONTACT INFORMATION**

Upon release of this RFP, all communications concerning this RFP must be directed only to the RFP Coordinator listed below. Any communication directed to the Department's staff, or its consultant, other than the RFP Coordinator may result in disqualification. Any oral communications will be considered unofficial and non-binding to the Department. Bidders should rely only on written statements issued by the RFP Coordinator.

DSHS RFP Coordinator

Contact: Sheila R. Anderson, RFP Coordinator  
Department of Social & Health Services  
Administrative Services Division / Central Contract Services

Mailing Address: P.O. Box 45811  
Olympia, Washington 98504-5811

Physical Address: 4500 10th Avenue SE  
Lacey, Washington 98503

Telephone: (360) 664-6056

FAX: (360) 664-6184

E-mail Address: [AnderSR2@dshs.wa.gov](mailto:AnderSR2@dshs.wa.gov)

### **B. ACCEPTANCE OF RFP TERMS**

A Proposal submitted in response to this RFP shall be considered a binding offer. Acknowledgement of this condition shall be indicated by signature of an officer of the Bidder legally authorized to execute contractual obligations by submitting with the Proposal a signed Bidder Information, Certificates and Assurances Form attached hereto as Exhibit B. A Bidder must clearly identify and thoroughly explain any variations between its Proposal and DSHS' RFP. Failure to do so shall be deemed a waiver of any rights to subsequently modify the terms of performance, except as outlined or specified in the RFP.

### **C. PROCUREMENT SCHEDULE**

The Procurement Schedule outlines the tentative schedule for important action dates and times. DSHS reserves the right to revise this schedule at any time and will post any amended schedules on the DSHS Procurement website.

**Figure 1.    *PROCUREMENT SCHEDULE***

<b>Item</b>	<b>Action</b>	<b>Date</b>
1.	Issue RFP	August 7, 2006
2.	Last Date for Accepting Bidder Written Questions by 5:00 p.m. Pacific Standard Time	August 11, 2006
3.	Issue Response to Written Questions No Later Than	August 15, 2006
4.	Proposal Submission Due by 5:00 p.m. Pacific Standard time	August 21, 2006
5.	Proposal Evaluation	August 28, 2006
6.	Oral Interviews, If Required	September 5, 2006
7.	Notify Apparently Successful Bidder	September 6, 2006
8.	Notify Unsuccessful Bidders	September 6, 2006
9.	Begin Contract Negotiations	September 6, 2006
10.	Bidder's Request for Debriefing Due by 5:00 p.m.	September 11, 2006
11.	Hold Debriefing Conferences	September 14, 2006
12.	Bidders' Protests Due	September 21, 2006
13.	Contract Execution and Start Date	October 1, 2006

#### **D.    CONTRACT**

DSHS intends to award one contract to provide the services described in this RFP. A maximum of \$112,500 in funding is available for the eighteen month time period from October 1, 2006 to March 31, 2008.

The initial contract term shall be from October 1, 2006 to March 31, 2008, but DSHS and the contractor may agree to extend the contract for an additional 18 months provided that funding is available. Amendments extending the period of performance, if any, shall be at the sole discretion of DSHS.

Specific restrictions apply to contracting with current or former state employees pursuant to chapter 42.52 of the Revised Code of Washington. Bidders should familiarize themselves with the requirements prior to submitting a Proposal.

#### **E. INSURANCE**

The Apparently Successful Bidder must comply with the insurance requirements identified in the sample contract attached hereto as Exhibit C.

#### **F. CONTRACT AMENDMENT**

Additional services that are appropriate to the scope of this RFP, as determined by DSHS, may be added to the resulting Contract by a written amendment mutually agreed to and executed by both parties.

#### **G. PROPRIETARY INFORMATION/PUBLIC DISCLOSURE**

Materials submitted in response to this RFP shall become the property of DSHS. All proposals, quotes, lists, evaluation documents and other documents that make up this Procurement shall remain confidential until 1) DSHS makes it available to the public pursuant to RCW 42.17, or 2) the contract, if any, resulting from this RFP is signed by DSHS and the Apparently Successful Bidder. Thereafter, the proposals shall be deemed public records as defined in RCW 42.17.

Bidder's proposal must include a statement on the Letter of Submittal identifying each page of your proposal which contains any proprietary information. Each page claimed to be proprietary must be clearly marked by printing the word "Proprietary" on the lower right hand corner of each page which contains any proprietary information.

If DSHS receives a request to view or copy your proposal, DSHS will respond according to applicable law and DSHS policy governing public disclosure. DSHS will not disclose any information marked "Proprietary" in your proposal without giving you ten (10) days notice for you to seek a court injunction against the disclosure. You may not mark your entire proposal proprietary.

#### **H. WRITTEN REPRESENTATIONS**

Proposals should be based on the material contained in this RFP, any related amendment(s), and any questions and answers directed through the RFP Coordinator.

#### **I. QUESTIONS AND ANSWERS**

Bidders should fax, e-mail or mail written questions to the RFP Coordinator **by 5:00 p.m. on August 11, 2006**. Early submission of questions is encouraged. Questions and Answers will be on the DSHS Procurement website **on or around August 15, 2006**.



## **J. RFP AMENDMENTS**

DSHS reserves the right, at any time before execution of a contract, to amend all or a portion of this RFP. Amendments will be posted on the DSHS Procurements Web site, if applicable. If there is any conflict between amendments or between an amendment and the RFP, whichever document was issued last in time shall be controlling.

## **K. RETRACTION OF THIS RFP**

DSHS and the State of Washington are not obligated to contract for the services specified in this RFP. DSHS reserves the right to retract this RFP in whole, or in part, at any time without penalty.

## **L. SUBMISSION OF PROPOSALS**

Proposals must be prepared and submitted no later than the proposal submission date and time specified in the Procurement Schedule. The proposal is to be sent to the RFP Coordinator, either by mail or hand delivery, at the address specified in Section II.A., Procurement Contact Information. DSHS will not accept any proposal submitted by fax. DSHS will not accept any proposal submitted by email.

You should allow sufficient time to ensure timely receipt by the RFP Coordinator. You assume the risk for the method of delivery and for any delay in the mailing or delivery of your proposal.

DSHS reserves the right to disqualify any proposal and withdraw it from consideration if it is received after the proposal submission due date and time. All proposals and any accompanying documentation become the property of DSHS and will not be returned.

## **M. NONRESPONSIVE PROPOSALS**

All proposals will be reviewed by the RFP Coordinator to determine compliance with administrative requirements and instructions specified in this RFP. DSHS may reject or withdraw your proposal at any time as nonresponsive for any of the following reasons:

- Incomplete proposal;
- Submission of alternative proposals;
- Failure to comply with any part of this RFP or any exhibit to this RFP;
- Submission of incorrect, misleading, or false information.

## **N. MINOR IRREGULARITIES**

DSHS may waive minor administrative irregularities related to any proposal.

**O. COST TO PROPOSE**

DSHS will not be liable for any costs incurred by the Bidder in preparing, submitting or presenting a proposal for this RFP.

**P. JOINT PROPOSALS**

If you submit a joint proposal, with one or more other bidders, you must designate the prime bidder. The prime bidder will be DSHS' sole point of contact, will sign the contract and any amendments, and will bear sole responsibility for performance under the contract.

**Q. EXHIBITS**

Exhibits to this RFP are:

- Exhibit A - Definitions
- Exhibit B - Bidder Information, Certifications and Assurances Form
- Exhibit C - Sample Contract
- Exhibit D – Financial Assessment Form

You should be sure that you have downloaded a complete copy of this RFP and all attached exhibits, as listed above. The procurement documents can be accessed at <http://www1.dshs.wa.gov/msa/ccs/>. If you are unable to download the documents, you should contact the RFP Coordinator.

It is not a ground for protest if your copy of this RFP should be missing any exhibit or pages of the RFP.

**R. WITHDRAWAL OF PROPOSALS**

After a Proposal has been submitted, Bidders may withdraw a proposal at any time up to the proposal submission date and time specified in the Procurement Schedule. A written request signed by an authorized representative of the Bidder must be submitted to the RFP Coordinator. After withdrawing a previously submitted proposal, the Bidder may submit another proposal at any time up to the proposal submission date and time.

**S. NOTIFY APPARENTLY SUCCESSFUL BIDDER**

DSHS will notify the Apparently Successful Bidder on or about the date and time specified in the Procurement Schedule of the selection of the Apparently Successful Bidder by written notice via mail, e-mail and/or fax. DSHS will notify separately the Unsuccessful Bidders on or about the date and time specified in the Procurement Schedule of the non-selection of the Unsuccessful Bidder by written notice via mail, e-mail and/or fax.

## **T. BIDDER DEBRIEFING CONFERENCE**

If DSHS does not select your proposal, you may request a debriefing conference **by September 11, 2006**. You must submit your request in writing by fax, e-mail, or mail to the RFP Coordinator.

Debriefing conferences will be held on **September 14, 2006**. The debriefing conference may be conducted either in person or by telephone and will be scheduled for a maximum of one hour.

Discussion at the debriefing conference will be limited to the following:

- Evaluation and scoring of your proposal;
- Critique of your proposal based on evaluators' comments; and
- Review of your final score in comparison with other Bidders' final scores without identifying the Bidders.

*Identification of the other Bidders, their proposals or evaluations will not be allowed.*

## **U. PROTEST**

Protests may be made only after DSHS has sent notification to the Apparently Successful Bidder and to the Unsuccessful Bidders. In order to submit a protest under this RFP, a Bidder must have submitted a Proposal for this RFP, and have requested and participated in a debriefing conference. It is the sole administrative remedy available within DSHS. The following is the process for filing a protest:

### **1. GROUNDS FOR PROTEST**

A protest may be made based on these grounds only:

- Arithmetic errors were made by DSHS in computing the score;
- DSHS failed to follow the procedures established in this RFP document, or to follow applicable State or federal laws or regulations; or
- Bias, discrimination, or conflict of interest on the part of an evaluator.

### **2. PROTEST FORM AND CONTENT**

A protest must state all of the facts and arguments upon which the protest is based, and the grounds for your protest. It must be in writing and signed by a person authorized to bind the Bidder to a contractual relationship. At a minimum, the protest must include:

- The name of the protesting Bidder, mailing address and phone number, and the name of the individual responsible for submission of the protest;
- The RFP number and name of the issuing agency;

- A detailed and complete statement of the specific action(s) by DSHS under protest;
- The grounds for the protest;
- Description of the relief or corrective action requested.

You may attach to your protest any documentation you offer to support your protest.

### 3. SUBMITTING A PROTEST

Your protest must be in writing and must be signed. You must mail or hand deliver your protest to the RFP Coordinator using the same mailing or delivery address provided in this RFP for submitting your proposal. *Protests may not be submitted by fax or email.* DSHS must receive the written protest within **five (5)** business days after the debriefing conference.

### 4. PROTEST PROCESS

The RFP Coordinator will forward your protest to the DSHS designated Protest Coordinator with copies of the following:

- this RFP and any amendments,
- your proposal,
- the evaluators' scoring sheets, and
- any other documents showing evaluation and scoring of your proposal.

DSHS will follow these procedures in reviewing your protest:

- DSHS will conduct an objective review of your protest, based on the contents of your written protest and the above materials provided by the RFP Coordinator.
- DSHS will send you a written decision within five (5) business days after DSHS receives your protest, unless more time is required to review the protest and make a determination. The protesting Bidder will be notified by the RFP Coordinator if additional time is necessary.

DSHS will make a final determination of your protest and will either:

- 1) Find that your protest lacks merit and uphold DSHS's actions;
- 2) Find that any errors in the RFP process or in DSHS' conduct did not influence the outcome of the RFP, and uphold DSHS' actions; or
- 3) Find merit in the protest and provide options for corrective action by DSHS which may include:

- That DSHS correct any errors and re-evaluate all proposals affected by its determination of the protest;
- That DSHS reissue the RFP document; or
- That DSHS make other findings and take such other action as may be appropriate.

## **V. EXECUTION OF THE CONTRACT**

If you are the Apparently Successful Bidder, you will be expected to sign a contract with DSHS and any subsequent amendments that may be required to address specific work or services as needed. A sample contract is attached as Exhibit C.

DSHS reserves the right to negotiate the specific wording of the Statement of Work, based on the requirements of this RFP and the terms of your proposal.

If you fail or refuse to sign the contract or any subsequent amendment within ten (10) business days of delivery to you, DSHS may elect to cancel the award and may award the contract to the next-highest ranked finalist.

Any subcontracts necessary to perform the contract shall be subject to the prior written approval of DSHS.

## SECTION III. PROPOSAL CONTENTS

### A. PROPOSAL CONTENTS

The four major sections of the proposal are to be submitted in the order noted below:

- Table of Contents
- Section 1: Administrative Requirements.
- Section 2: Technical Proposal
- Section 3: Qualifications Proposal
- Section 4: Cost Proposal

Proposals must provide information in the same order as presented in this document with the same headings. The questions in each of the four sections are described in Sections III E. to III G. All questions must be answered and all items must be included as part of the proposal for the proposal to be considered responsive, even though certain items may not be scored.

### B. FORMAT OF PROPOSAL BINDERS

- Proposals must be submitted on standard eight and one-half by eleven inch (8 ½" x 11") white paper.
- A font size not less than 12 point must be used.
- Proposals must be submitted in separate three-ring binders.
- Each section noted in Section III.A above, shall have tabs separating the major sections of the Proposal.
- Each binder shall have your name stated as below.

***Proposal to RFP#0634-233***

***Statewide Toll-Free Line for Foster and Adoptive Parent Recruitment***

***Your Organization's Name***

### C. NUMBER OF BINDERS

The bidder shall submit one binder marked "Original", and five binders marked "Copies" for each regional proposal they submit

In additional, the bidder shall include one soft copy in Microsoft Word 2000 file format or Microsoft Excel 2000 file format if appropriate on a portable media or

electronic readable media (Compact Disc (CD-ROM) or 3.5" diskette), with a label on the CD or diskette identifying your name and RFP#0634-233, Foster Parent Recruitment and Retention.

**D. ADMINISTRATIVE REQUIREMENTS (SECTION 1 OF PROPOSAL BINDER)**

Please respond to each item in the same order in which they appear.

**1. Letter of Submittal**

Bidders must submit a prepared and signed submittal letter on Bidder's official business letterhead stationery. The submittal letter must be included as the first page of Section 1. Signing the submittal letter indicates that the Bidder accepts the terms and conditions of RFP#0634-233.

The Bidder's Letter of Submittal must include the following:

- Name, address, principal place of business, telephone number, fax number, and e-mail address of legal entity or individual with whom contract would be written;
- The name of your contact person for this RFP;
- A detailed list of all materials and enclosures included in your Proposal;
- A list of all RFP amendments downloaded by the Bidder from the DSHS Procurements Web site, if applicable, and listed in order by amendment number and date. If there are no RFP amendments, include a statement to that effect;
- The Bidder's guarantee that its Proposal, as submitted, will remain in full force and effect for 180 days;
- A statement substantiating that the person who signs the letter is authorized to contractually bind the Bidder's firm;
- Identification of the page numbers on the Bidder's Proposal that are marked "Proprietary or Confidential" Information; and
- Any statements you wish to convey to the RFP Coordinator, including any variations between your proposal and the RFP.

**2. Bidder Information, Certificates and Assurances Form**

A completed Bidder Information, Certificates and Assurances Form Exhibit B. Please sign and include any attachments that are necessary.

**3. Minimum Qualifications**

A statement explaining how the Bidder meets the minimum qualifications stated in Section I. D.

#### **E. TECHNICAL PROPOSAL (SECTION 2 OF PROPOSAL BINDER)**

Please respond to each question in the same order in which they appear. Please limit your response to one page per question.

1. Describe how you would operate the statewide telephone number and any new or creative ways you would use to make it more effective. (40 points).

#### **F. QUALIFICATIONS PROPOSAL (SECTION 3 OF PROPOSAL BINDER)**

Please respond to each question in the same order in which they appear. Please limit your response to one page per question.

2. Demonstrate your capacity to operate the statewide toll free recruitment and/or information referral telephone number. (40 points)
3. List any experience you have in operating a telephone recruitment number. (30 points)
4. List any experience you have in operating any information and referral number. (30 Points)
5. Indicate the person who would be chiefly responsible for operating the statewide toll free number and the qualifications of that person. (25 points)
6. Indicate your readiness to operate this program as of the start date of this contract. (35 Points)

#### **G. COST PROPOSAL (SECTION 4 OF PROPOSAL BINDER)**

Please respond to each question in the same order in which they appear. Please limit your response to one page per question.

7. Provide a budget for providing this service, outlining the proposed cost and a short narrative description of how the money would be spent. (25 points)



## SECTION IV. EVALUATION

### A. EVALUATION PROCEDURE

Responsive proposals will be evaluated strictly in accordance with the requirements stated in this Procurement and any amendments issued. The evaluation of proposals shall be accomplished by an evaluation team to be designated by DSHS who will be responsible for the review, evaluation and scoring of Bidder proposals. DSHS, at its sole discretion, will select finalists for an oral presentation. If oral presentations are held, evaluators may evaluate and score the oral presentations of bidders selected as finalists.

### B. PROPOSAL EVALUATION

Each Proposal will first be screened to determine if the Bidder has complied with appropriate Administrative Requirements and Submittal Instructions. Each Proposal must meet the Administrative Requirements to be eligible to submit a proposal to this RFP. If your proposal does not meet all Administrative Requirements for this RFP, DSHS may consider your proposal nonresponsive and withdraw it from consideration at any time. Evaluators will score all responsive proposals and award points up to the maximum points available for each question.

### C. SCORING OF PROPOSALS

The maximum number of evaluation points available is **300**. The Administrative Requirements are evaluated on a pass/fail basis. The following points will be assigned to the proposal for evaluation purposes:

#### WRITTEN PROPOSAL

Technical Proposal -	40 Points
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Experience and Qualifications-	160 Points
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Cost Proposal -	25 Points
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<b>Sub-Total (for Written Proposal)</b>	<b>225 Points</b>
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Oral Presentations [finalist(s) only]	75 Points
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<b>TOTAL</b>	<b>300 Points</b>
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Your sub-total score for the written proposal will be the average of the scores of the evaluators who review your written proposal. Your final Total Evaluation Score will be the average points awarded for your written proposal and your oral presentations, if applicable.

#### **D. EVALUATION OF ORAL PRESENTATIONS**

DSHS may, after evaluating the written proposals, elect to schedule oral presentations of the finalists. The RFP Coordinator will notify finalists of the date, time, and location of the oral presentations.

DSHS will select evaluators for the oral presentations based on their qualifications, experience and background relevant to this RFP. These evaluators may include evaluators who reviewed the written proposals or DSHS staff who will work with the successful bidder(s). Evaluators will score the oral presentations in accordance with RFP requirements and evaluation criteria.

#### **E. FINAL DETERMINATION OF APPARENTLY SUCCESSFUL BIDDER(S)**

DSHS program staff and/or management may conduct a final review of the evaluation and scoring of finalist(s).

In this final review, DSHS may consider past or current performance of any DSHS contracts by a finalist(s), and any experience of the program or DSHS in working with a finalist(s) under any past or current contract with DSHS.

DSHS management shall make the final determination as to which bidder(s), initially designated as finalist(s), shall be officially selected and notified as the Apparently Successful Bidder(s) under this Procurement.

## **Exhibit A**

### **Definitions**

#### **DEFINITIONS**

The following terms which appear in this RFP have the meaning that is defined below for the purposes of this RFP:

- Apparently Successful Bidder - A bidder selected as having submitted a successful proposal, based on the final determination of DSHS management taking into consideration the bidder's final proposal score and which proposals best meet the needs of DSHS. The bidder is considered an "apparently" successful bidder until a contract is finalized and executed.
- Agency – The Department of Social and Health Services is the agency of the State of Washington that is issuing this RFP.
- Bidder - An individual, organization, public or private agency, or other entity submitting a proposal in response to this RFP.
- Contractor – Individual or Company whose proposal has been accepted by the Agency and is awarded a fully executed, written contract.
- Issue - To mail, post or otherwise release this RFP as a public document to interested parties.
- Key Personnel - Staff being proposed to do the work under this proposal.
- Proposal - All material prepared and assembled by a bidder, and which the bidder submits in response to this RFP.
- Protest - An objection by the bidder, in writing, protesting the results of this RFP, and which complies with all requirements of this RFP.
- RCW - Revised Code of Washington. (All references to RCW chapters or sections shall include any successor, amended, or replacement statute.)
- RFP - Request for Proposals; i.e., this RFP document.
- RFP Coordinator - The person named in this RFP as the RFP Coordinator, or the RFP Coordinator's designee within Central Contract Services. The sole point of contact within DSHS regarding this RFP for potential bidders and other interested parties.
- Statement of Work - A statement of the work or services which the Contractor is to perform under any contract awarded, and which is generally in the form of an exhibit attached to the contract.
- Submit - To deliver to the DSHS RFP Coordinator any of several documents described in this RFP and in the manner specified in this RFP.
- WAC - Washington Administrative Code. (All references to WAC chapters or sections shall include any successor, amended, or replacement regulation.)

- You - The person, agency, or organization requesting a copy of this RFP or submitting a proposal in response to this RFP.